

DATE ISSUED: November 8, 2000

REPORT NO. 00-243

ATTENTION: Land Use and Housing Committee  
Agenda of November 15, 2000

SUBJECT: Item 1 - Status Report and Action Plan for Technical Advisory Committee

REFERENCE: Manager's Report 00-162, dated August 3, 2000  
Manager's Report 00-50, dated March 10, 2000

### SUMMARY

THIS IS AN INFORMATION ITEM ONLY. NO ACTION IS REQUIRED ON THE PART OF THE COMMITTEE OR THE CITY COUNCIL.

### BACKGROUND

On March 15, 2000, the Land Use and Housing Committee approved the appointment of a revised Technical Advisory Committee (TAC) to investigate options to improve the performance and customer service in the land and building development review process. This committee convened in June 2000 and has since worked diligently to identify an action plan to improve the permitting process. In August 2000, the committee presented action plan recommendations (Attachment 1) for implementation by Planning and Development Review.

### DISCUSSION

The TAC has continued to meet as four subcommittees to deal with specific options and recommendations to improve permit processing. Several short term items have been completed, with the remainder of medium (three to nine months) and long (greater than nine months) term items to be included in the department's work plan for implementation.

**E-Permitting** - This subcommittee has identified action items which fall into the medium and long term category of projects related to the following goals:

- Improve the design, functionality, and content of the existing website;
- Provide on-line project information;
- Provide on-line project services such as no plan permits and electronic plan checking.

The completion and implementation of the department's new automated tracking system in mid-2001 will provide several opportunities to begin to utilize the City's website for E-Government type transactions and provide more project information on-line. The Department has retained a consultant through Information Technology and Communications (IT&C) to redesign and implement improvements to the City's website for customers of the development process. The subcommittee has also begun testing an electronic plan check program which can be implemented with existing equipment and Internet access.

**Plan Submittal Templates** - Standardized templates for building project submittals have been finalized and these templates will be part of a Preferred Plan Check Program which provides incentives, in the form of reduced plan check turnaround times, for applicants that agree to follow the standardized templates.

**Self Certification** - The Department has implemented self-certification for the Master Plan Program, minor civil engineering permits and landscape plan check; these projects will be subject to final approval in the inspection process. These programs will save both time and cost in the plan check process and place greater responsibility for compliance with the respective code on the design professional.

**Customer Service Improvements** - The department convened a management/employee committee to develop the following Customer Service Statement to reinforce the department's commitment to the public:

***"We value and respect our customers.  
We are dedicated to providing you professional, caring, and timely service."***

This statement will be combined with public outreach and customer workshops, enhanced customer surveys, a Guaranteed Second Opinion Program, a Rewards and Recognition Program, and increased focus on employee performance reviews to reinforce and support excellence in customer service in the department.

Planning and Development Review will continue to work with individual members of the TAC to complete implementation of the items identified by the four subcommittees. In order to maintain the momentum and success begun by this effort, the TAC recommends a status report of the implementation efforts be brought back to LU&H in six months.

Respectfully submitted,

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Tina P. Christiansen, A.I.A..... Approved: George I. Loveland  
Planning and Development Review Director..... Assistant City Manager

CHRISTIANSEN/SMH

Attachment: 1. Land Use & Housing Technical Advisory Committee  
Subcommittee Action Plan Recommendations